

Pathways News



July 2019

Priceless

New Pathways ETS website now up and running

We are delighted to announce that our refurbished website is now live and can be found at www.pathwaysets.com.au

The site is packed with information about Pathways Education and Training Solutions – the company itself, our workshops, our other services, testimonials from some of our past clients, details of how to enroll groups of employees in on-site training, and, of course, how to contact us.

New features include drop down menus to make navigating the site easier and layouts and fonts to make the site more user friendly when viewing on mobile phones and tablets. You can even read electronic copies of our quarterly newsletters.

Go online now and see for yourself.

Great news ! Staff training is an investment not a cost

I know, I know – times are hard, budgets are being slashed, everyone is counting their pennies. But a slow down in activity and belt tightening in both the public and private sectors is a great time to invest in your staff. The pay-offs for you include greater efficiency through better knowledge and focus on priorities, increased staff motivation because their employer cares enough about them to invest in their training, and an increased skill base in your organisation.

Even better, organisations in the Great Southern, both public and private, can access quality short course workplace training without having to bring consultants and facilitators from Perth. The Principal Director of *Pathways Education and Training Solutions*, Clem Wright, commented that in difficult financial times, this provided a cost effective way of keeping the skills of employees up-to-date and re-affirms their value to the organisation.

Clem has been involved in adult education and training for over thirty years and brings his expertise to the business. “We come to you” is a key commitment to clients no matter where they’re based – from Albany to Katanning and from Walpole to Mount Barker. Clem also highlighted two other commitments to clients : after-course support and a refund guarantee if clients are not satisfied with the training.

Phone 9840 8817, or
email : pathwaysets@westnet.com.au for more information or to arrange a appointment to discuss how we can help your business or organisation.

Choose local for your next training provider

Customer service and support

Pathways ETS has been delivering a workshop in customer service skills called *Serve Them Right* since 2003. We have a commitment to practice what we preach and our clients' needs are central to all our decision-making and planning. For example, our change management workshop launched in 2007 was devised following requests from clients, and, those clients have been involved in reviewing the proposed content and workshop materials. We also have an *After Sales Policy* under which all clients attending Pathways ETS courses are invited to contact us by phone or e-mail if they need advice or assistance relating to their training once they're back on-the-job.

Select this !

Are you involved in staff selection and recruitment but are not an HR professional ? Don't worry – most people trying to employ new staff particularly in small businesses are not trained in HR procedures. Help is at hand. Pathways ETS offers a one-day workshop on the essentials of selecting and recruiting staff called *Be Selective*.

The workshop covers essential knowledge and updates recent developments including the move away from sole reliance on interviews and the now more common online completion and processing of job applications. Alternative options for assessing applicants will be outlined and the importance of referee checks emphasised.

We focus on practical skills and applying the knowledge required for successfully undertaking Selection Panel duties. Interview role plays are included.

Find out more: contact details opposite.

The Times They Are-A- Changing

Been re-organised or restructured lately ? Couldn't find that product on the supermarket shelf because the packaging's different ? Had to buy a brand new stereo because the faulty part on your existing set is no longer available ? Has a bus timetable change made your journey to work more complicated ? Annoying isn't it ? It's not just baby boomers who shrug their shoulders and say "Why, oh why do things have to keep changing nowadays ?"

Pathways ETS' one-day workshop *All Change* will try to provide some answers and explanations. But more than this, the workshop aims to provide participants with strategies to cope with on-going change in the workplace and in personal and social lives. The workshop will provide knowledge and skills to help understand, adapt to, and benefit from organisational and technological change in the workplace and in the community at large. Whilst implementing and adapting to change is not easy, there are some common characteristics of successful change programs.

The workshop would be useful for people already in or about to enter the workforce, whether public or private sector; for employees trying to cope with change; and for middle managers tasked with implementing change.

Workshop topics include why things change, why we have to change, why change fails, and how change should be implemented. Participants are shown how to prepare and equip themselves for change by compiling a *Change Survival Kit*.

Get a group together from your workplace – we can deliver on your site. Each participant will receive a workshop manual and a workshop attendance certificate.

Phone 9840 8817

email: pathwaysets@westnet.com.au, see the enclosed flyer, or, visit our website www.pathwaysets.com.au for more information. Group enrolment forms can be downloaded from our website or emailed to you.

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